



City of Manchester, NH Police Department

Request for Information Package

REQUEST FOR INFORMATION FOR THE
SUPPLY, DELIVERY & INSTALLATION OF
COMPUTER AIDED DISPATCH AND
RECORDS MANAGEMENT SYSTEMS

February 2, 2004

RULES OF PREPARATION

Introduction

The City of Manchester, NH Police Department is requesting information from your company for a Computer Aided Dispatch/Records Management System. This is a Request for Information (RFI) ONLY.

The proposed objective is to procure a comprehensive, state-of-the-art, and fully integrated, interactive Computer Aided Dispatch system designed to enhance the operational environment of the Manchester Police Department. Map functionality is not considered an interface, but is to be an integral part of the system. We request information on the following:

- Systems design
- Computer hardware
- Software
- Interfaces
- Networking
- Installation
- Implementation services
- Training
- Project management
- Documentation
- Maintenance
- Support

Functionality is to be included for the following systems and subsystems:

- Computer Aided Dispatch (CAD) system with an integrated map
- Records Management Systems (RMS) system with an integrated map
- Mobile Personal Computer (MPC) interface
- Radio system interface (paging, alerting and status)
- E-911 interface (ANI/ALI)
- Telephone Device for the Deaf (TDD) interface
- Automatic Vehicle Location (AVL)
- NCIC/Nibrs State Interface
- Online Booking
- Crime Analysis
- Personnel Scheduling and tracking
- Document Imaging
- Traffic and Towing incidents
- Mug shots
- Evidence Tracking

CAD Application Functionality

Describe the functionality and operation of the CAD solution in relation to Manchester Police Department, lending detail to such topics as:

- Data Entry
- Incident Determination
- Location Information
- Event Information
- Unit Information
- Mapping Information
- Administrative Functions
- Reporting Functions
- System Status Management (multi-plan capacity)
- Internal intranet capabilities and external Internet capabilities
- Scheduling Functions (event, transport, staffing)

Interface Descriptions

The CAD system must be interfaced with the following systems:

- NH Enhanced 911 system.
- Afis Fingerprint systems (Printrak)
- NH SPOTS Network (NCIC)
- J-One Complaints Repository

Computing Requirements

Include information for all proposed computing systems and their requirements:

- Server Requirements
- Workstation Requirements
- Communication Equipment
- Operating System
- Programming Languages
- Expandability
- Data base management systems

Warranty and Maintenance

Describe warranty and maintenance details for all proposed hardware and software solutions. Include details such as:

- Parts and Labor
- Software Upgrades and Maintenance
- Warranty Extensions
- Operational Support

Training Plans

Describe in detail the respondent's training plan. The plan should include, at minimum, the recommended classes, hours, class content, and prerequisites. The Respondent should address

the requirements for day-to-day operation with the appropriate capabilities, as well as the on going operational and management needs for the proposed system.

The CAD system must incorporate current technologies and open-systems components that are commercially available for both software and hardware computing systems. It is expected that the system will be based on commercial application products, instead of a custom solution, built just for Manchester Police Department. The Manchester Police Department desires a common database. The intent is to acquire, learn, and administer a single database across the entire CAD system.

The information should clearly define how the proposed system can satisfy the Manchester Police Department requests.

Manchester Police Department desires to purchase a complete system from a single Prime Respondent who will have complete responsibility for meeting the requirements specified within this RFI.

RFI Submission Deadline

Manchester Police Department will receive information submissions throughout the month of March, 2004.

RFI Cost

Respondents are responsible for all costs incurred in the development and submission of their information packages. The Manchester Police Department assumes no contractual obligation as a result of the issuance of this RFI, the preparation or submission of information by a Respondent.

Prime Respondent Responsibility & Third Party Relationships

The Respondent should clarify its relationships with parties supplying portions of the RFI solution and specify the portions that each party is providing.

RFI Submittal

An original reply to this RFI and two copies along with an electronic compact disc version of the Respondent's information must be delivered to the following:

Manchester Police Department
Captain Marc Lussier
351 Chestnut St.
Manchester, NH 03101

All RFI packages should be clearly marked with the Respondent's name and the words "RFI for Manchester Police Department". All Respondents should structure their proposals in the following manner:

- Cover Letter—a one-page cover letter. It should contain the name and address of the corporation or business submitting the RFI, as well as the name, address, telephone number of the primary contact.
- Table of Contents—include a table of contents for the RFI.
- Executive Summary—the Respondent should provide a general overview of their solution. Distinctive features of the CAD system should also be presented.
- Configuration Solution—a diagram should be provided showing the major components (hardware, software, and network layout) for the proposed system, accompanied by short descriptions of the diagrammed components in terms of their value/benefit to Manchester Police Department.
- Appendices—The respondent may attach appendices and reference them from within the RFI response. This is particularly appropriate for lengthy responses on a single subject. Understanding the intent of the respondent should be possible without the reading of the attachments. Brochures describing the hardware, software, or services are examples of appropriate items to be included as an appendix.

Demonstrations

Manchester Police Department may require on-site demonstrations of the proposed system. All demonstrations conducted at the Manchester Police Department will be the respondent's responsibility. Additionally, Manchester Police Department representatives may require site visits to existing installations at their own expense. Respondents are responsible for all costs incurred for the demonstration. The Manchester Police Department assumes no contractual obligation as a result of the issuance of this RFI, the preparation, submission or demonstration of information by the Respondent

Contacts Regarding Questions with this RFI

Questions respecting any details of this document are to be addressed to:

Lisa Gerber
Manchester Police Department
351 Chestnut St.
Manchester, NH 03101

GENERAL INFORMATION AND OVERVIEW

The following information is intended to provide the Respondent with an overview of Manchester and the communications environment for Manchester Police Department services.

The Manchester Police Department provides public safety for the City of Manchester. We are the largest city in New Hampshire. Manchester, NH covers approximately 34 square miles, and our population is 110,000. It is the largest city North of Boston, MA.

Manchester Police Department Communications divisions handles approximately 100,000 calls

for service annually. The demographics of the department are as follows:

Personnel

202 Sworn Officers
78 Civilian Personnel

Facilities

1 Main Police Department Building
5 Substations

Vehicles

36 Marked Patrol Vehicles
18 Unmarked Vehicles
6 Specialty Vehicles
5 Motorcycles

Specialties

2 Horses
9 Canines
18 Mountain Bikes

Computer System and Network Specifications:

120 Dell PC's Pentium III/IV 1.7 to 2.4 Gig Processors Running Windows 2000 in the Main Building.
Maximum of 4 Dell PC's Pentium II/III 300Mhz to 1 Gig Processors Running Windows 2000 in Substations.
40 Mobile Units Xplore Tables 500Mhz Processors running Windows 2000 with CDPD modems over a Frame Relay Circuit.
Variety of HP Laser, HP Inkjet and dot matrix networked printers.
Novell 5.1 Network Operating system running on a Dell Poweredge 2550
GroupWise 6.0 email, migrating to Microsoft Exchange 2003.
Cisco Routers 3600's with Gig Uplinks.
Ethernet Network Cards 100Mhz

The Manchester Police Department has it's own network and runs independently of the City of Manchester's network, however, we do depend on their fiber connections for the Internet. Their network infrastructure is as follows:

Metropolitan Area Network with layer 3 switched Gigabit fiber backbone with ISDN, DSL, T1 and wireless WAN connections. Network is segmented with layer 3 switches, routers and pix firewalls. All workstation and server connections are switched 10/100/1000 Ethernet. The city uses 18 Novell NetWare server for internet proxy, DHCP, file and print services and 12 Windows 2000 servers for SQL, DNS, workstation management, faxing and GIS. Email service

provided by redundant GroupWise 6 and exchange 2003 servers. Internet connectivity is provided by 2 ISP's with dual T1 lines, pix firewalls, intrusion detection and fail-over capability.

Current and Pending Projects which will effect this RFI

- The city is implementing a city-wide GIS application using ESRI ArcInfo. Interfacing to the City map is desirable.
- File and print services will be migrated from Novell to a yet undetermined platform.
- It is planned to upgrade CDPD to CDMA with AVL
- A fiber connected redundant EOC site is being developed that includes a secure room for Police computer hardware.

COMPANY INFORMATION

Prime Respondent

For the Prime Respondent, provide a brief history and background on the company.

Sub Contractor

For each subcontractor, provide a brief history and background as well as historic and current relationships to the Prime Respondent.

Reference Sites

Please provide reference information for a minimum of 5 sites that are currently using the respondent's system. List those sites that are most similar to that of Manchester Police Department.

Include with each reference the following information:

- Site name.
- Contact name/title.
- Contact address/telephone number.
- System description
- Installation and implementation dates.